

# West Virginia Wraparound: Interim Services Pathway

Bureau for Behavioral Health  
Bureau for Medical Services

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# Purpose of Training

- Discuss ways families can access the interim services pathway
- Discuss what happens when families access the interim services pathway

# Ways of Accessing the Interim Services Pathway

- Physician referral to the Children's Crisis and Referral Line
- Children's Crisis and Referral Line (CCRL)
- Mobile Crisis Response and Stabilization Team
- Kepro
- Family Member Self-Referral
  - This is only if a family directly calls the West Virginia Department of Health and Human Resources' Bureau for Behavioral Health (BBH); BBH staff will complete the referral and then provide to CCRL for future purposes

# Pathway to West Virginia Wraparound

Contact info:

- **Children's Crisis and Referral Line**
  - 1-844-435-7498
  - <https://www.help4wv.com/ccl>
- **Application to Kepro for the Children with Serious Emotional Disorder (CSED) Waiver**
  - <https://dhhr.wv.gov/bms/Programs/WaiverPrograms/CSEDW/Pages/SED.aspx>

# Physician Referral to CCRL

- A physician has determined that a referral for additional services is needed and informed parent, guardian or caregiver that a referral will be made
- Physician completes jot form, which is sent to CCRL
- CCRL calls individual within 24 hours of receiving jot form from physician
- CCRL speaks with individual; notes they received referral from physician; links and refers to all appropriate services including screening for eligibility of interim services on the pathway

# Children's Crisis and Referral Line

- Family member, child or caregiver calls the Children's Crisis and Referral Line (CCRL)
  - CCRL assesses from information given and determines if the call is a crisis call or if they need linkage, referral and screening for the assessment pathway
    - If the call is for crisis services, CCRL implements the warm transfer process and hands off to the respective Mobile Crisis Response and Stabilization Team
    - If call is not a crisis, CCRL engages family in conversation, assesses needs and makes appropriate linkages and referrals including assessment of potential eligibility for Wraparound interim services
  - CCRL completes assessment and sends to BBH Referral Questions mailbox for further follow up
- \* CCRL does not assist with out-of-home or out-of-state placements

# Mobile Crisis Response and Stabilization Team

- Family member, child or caregiver may still call a mobile crisis team's local agency if they are already known to the local agency; however, this is discouraged and families, children or caregivers are encouraged to call CCRL instead
- The Mobile Crisis Response and Stabilization Team (MCRS) will speak with family, individual or caregiver and complete crisis assessment and de-escalate the crisis situation
- MCRS will then complete crisis plan and link and refer family to all appropriate services including screening and assessment for Wraparound interim services
- If the individual is already receiving services through Wraparound or Children's Serious Emotional Disturbance (CSED) Waiver, the individual/family is reconnected with current services
- If individual is not receiving services, MCRS will maintain contact with the individual/family member or caregiver for up to 8 weeks while they assist family with getting connected to services if the family is agreeable
- Will complete assessment and send to BBH Referral Questions mailbox for further follow up

\*MCRS does not assist with out-of-home or out-of-state placements

Kepro receives a referral and contacts the family, guardian or applicant to determine if eligible for WV Medicaid and explains assessment process for CAFAS/PECFAS.

If individual is determined to be Medicaid eligible:

- Kepro completes CAFAS or PECFAS
- If individual scores 90 or above, Kepro assists family through the rest of the application process and with choosing independent evaluator in their area
- Kepro sends the referral to BBH with resulting CAFAS or PECFAS score
- BBH engages the youth or family, explains the Wraparound process, and connects them with interim Wraparound services within five business days of referral

If individual is determined Medicaid ineligible:

- If CAFAS/PECFAS score is below 90 or if the individual is determined ineligible for Medicaid, Kepro notifies BBH
- BBH will engage the youth or family and provide linkage and referral to all appropriate services as well as provide CCRL phone number for direct contact



# Direct Family Referral

- Family member, child or caregiver directly contacts BBH for assistance
- BBH staff engages with individual, completes screening and assessment for interim services, provides CCRL phone number, determines Medicaid eligibility status
- If individual has Medicaid and is agreeable, then referral is sent to Kepro for CAFAS or PECFAS scoring
- If family is not agreeable or does not meet Medicaid eligibility, family will be referred and linked to all appropriate services, connected with a Family Coordinator who works with families in communities, and given CCRL phone number

# BBH Interim Process

- BBH receives referral from CCRL, physician, MCRS or Kepro
- BBH contacts family member, child or caregiver within five days of receipt of referral
- BBH staff engages individual, completes screening and assessment for interim services, provides CCRL phone number, and determines Medicaid eligibility status
- If individual has Medicaid and is agreeable, referral is sent to Kepro for CAFAS or PECFAS scoring
- Upon Kepro confirmation of a score of 90 or above, BBH assigns Wraparound agency who assigns a facilitator
- If family is not agreeable or does not meet Medicaid eligibility, family will be referred and linked to all appropriate services, connected with a Family Coordinator who works with families in communities, and given CCRL phone number

# Interim Wraparound Services

- Interim Wraparound services include the first two phases of Wraparound, completion of the Child and Adolescent Needs and Strengths Assessment (CANS), and are expected to last up to 30-45 days
- When a youth is determined eligible for CSED waiver services, the member will be assigned an Aetna Care Manager
- The Aetna Care Manager will help the family with the process of signing a Freedom of Choice form choosing the agency who will be the CSED Waiver provider
- The agency will help the family transition into CSED Waiver if a new agency is chosen by the family

\*The plan is to have the interim Wraparound provider transition with the family to the final two phases of Wraparound under the CSED Waiver

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